

ASSEMBLY BILL

No. 206

Introduced by Assembly Member Hertzberg

February 4, 1997

An act to add Chapter 5.1 (commencing with Section 8321) to Division 1 of Title 2 of the Government Code, relating to state government.

LEGISLATIVE COUNSEL'S DIGEST

AB 206, as introduced, Hertzberg. Citizen Complaint Act of 1997.

Existing law provides for the establishment and operation of state agencies.

This bill would require each state agency, including the California State University, to make available on its Internet web site, on or before July 1, 1998, or within 6 months of the establishment of such a site, whichever is later, a form in plain language through which residents of the state can register complaints relating to the performance of a state agency. This bill would require a state agency making a complaint form available on its Internet web site to advise individuals calling to lodge a complaint of specified information. These provisions would be known as the Citizen Complaint Act of 1997.

Vote: majority. Appropriation: no. Fiscal committee: yes. State-mandated local program: no.

The people of the State of California do enact as follows:

SECTION 1. Chapter 5.1 (commencing with Section 8321) is added to Division 1 of Title 2 of the Government Code, to read:

CHAPTER 5.1. CITIZEN COMPLAINT ACT OF 1997

8321. This chapter shall be known and may be cited as the Citizen Complaint Act of 1997.

8322. (a) Each state agency, in consultation with the Department of Consumer Affairs, shall make available on its Internet web site, on or before July 1, 1998, or within six months of the establishment of a web site, whichever is later, a form in plain language through which residents of the state can register complaints relating to the performance of a state agency.

(b) A state agency making a complaint form available on its Internet web site shall advise individuals calling the state agency to lodge a complaint of both of the following:

(1) The nearest public library providing Internet access.

(2) The availability of the complaint form on the Internet web site.

(c) Notwithstanding subdivision (a) of Section 11000, state agency as used in this section includes the California State University.

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